DELAWARE TRANSIT CORPORATION

POSTING NO. <u>116-2019</u>

POSITION VACANCY POSTING

DATE OF POSTING <u>May 10, 2019</u>   CLOSING DATE <u>May 31, 2019</u>

<u>METHOD OF APPLICATION:</u> **Employment Application**

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON May **31, 2019**.

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POSITION #:   XXX   JOB CODE #:   221

POSITION TITLE   PeopleSoft Application Support Specialist

PAY GRADE   12   PAY RATE   PAY RANGE $36,543 - $45,667
                                                                (MINIMUM TO MAXIMUM)

LOCATION: DISTRICT   Kent County   DEPARTMENT: <u>Transit Technologies and Support Services</u>
                                                SECTION: <u>PeopleSoft Administration</u>
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CLASSIFICATION: FULL TIME   X   PART-TIME
CONTRACT: 8FR   8DR   32   N/C   X

SCHEDULED HOURS 8:00 AM – 4:30 PM   SCHEDULED DAYS Monday - Friday
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SUMMARY OF POSITION:

The PeopleSoft Application Support Specialist is responsible for providing application maintenance and support to the PeopleSoft function to minimize service disruptions and facilitate operations. The PeopleSoft Application Support Specialist will also provide training and helpdesk service to end-users on a variety of issues across the PeopleSoft enterprise system. Module level support includes both the Human Capital Management (HCM) application and Financial Management System (FMS). The incumbent will serve as the initial point of contact for end-users and assist with identifying issues or requirements of service requests and then escalate the problems to the appropriate PeopleSoft staff. The incumbent will be responsible for maintaining a history log; inclusive of issues/resolutions as well as new development, report and security requests. The incumbent will assist in the development of PeopleSoft standard operating procedures that adhere to industry standard best practices across both applications, ensuring the most efficient solutions to meet all of the organization's business needs. The incumbent will participate on special projects and be part of any upgrade teams to help coordinate the successful execution of any executive approved PeopleSoft application initiatives. The PeopleSoft Application Support Specialist will update and maintain documentation of software functionality for the purposes of ensuring ease of system use and delivering uniform and consistent information to end-users.

SEE PREFERRED QUALIFICATIONS ON SECOND PAGE

Preferred Qualifications:

1. Experience in providing application maintenance and support.
   Applicants must detail all experience in providing application maintenance and support.

2. Experience in providing training and helpdesk service to end-users on a variety of issues.
   Applicants must detail all experience in providing training and helpdesk service to end-users on a variety of issues.

3. Experience in maintaining a history log of issues, resolutions, new developments, and report and security requests.
   Applicants must detail all experience in maintaining a history log of issues/resolutions, new development, report and security requests.

4. Experience in updating and maintaining documentation of software functionality.
   Applicants must detail all experience in updating and maintaining documentation of software functionality.

JOB DESCRIPTION: AVAILABLE ON-LINE AT **www.dartfirststate.com**
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EQUAL OPPORTUNITY EMPLOYER
"Application must specifically address each Preferred Qualification "

DTC is an "Equal Opportunity Employer". Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.
APPLY ON-LINE AT: www.dartfirststate.com

Delaware Transit Corporation

Issued: May 23, 2016

Title: PeopleSoft Application Support Specialist   **Job Code: 221**

Location: Dover, Delaware   **Pay Grade: 12**

Position Summary

The PeopleSoft Application Support Specialist is responsible for providing application maintenance and support to the PeopleSoft function to minimize service disruptions and facilitate operations. The PeopleSoft Application Support Specialist will also provide training and helpdesk service to end-users on a variety of issues across the PeopleSoft enterprise system. Module level support includes both the Human Capital Management (HCM) application and Financial Management System (FMS). The incumbent will serve as the initial point of contact for end-users and assist with identifying issues or requirements of service requests and then escalate the problems to the appropriate PeopleSoft staff. The incumbent will be responsible for maintaining a history log; inclusive of issues/resolutions as well as new development, report and security requests. The incumbent will assist in the development of PeopleSoft standard operating procedures that adhere to industry standard best practices across both applications, ensuring the most efficient solutions to meet all of the organization's business needs. The incumbent will participate on special projects and be part of any upgrade teams to help coordinate the successful execution of any executive approved PeopleSoft application initiatives. The PeopleSoft Application Support Specialist will update and maintain documentation of software functionality for the purposes of ensuring ease of system use and delivering uniform and consistent information to end-users.

Typical Duties

The following is not a complete list of duties, and incumbents may be required to perform job duties similar to the kind listed below.

- Creates and maintains issue log
- Participates in the review and definition of functional areas, processes and procedures regarding requirements, organizations and flow of data, methods and forms
- Trains and supports users on installed software
- Improves confidentiality by validating end-user profiles and testing levels of access
- Applies and audits end-user Security Management
- Coordinates with other external technology sections
- Serves as initial point of contact for all service request
- Supports the PeopleSoft function in maintaining optimal systems operations
- Ensures and maintains data integrity by performing system and data audits
- Creates and maintains functional software documentation
- Maintains and tests application test scripts
- Perform Regression Testing during system updates and upgrades.

Knowledge, Skills and Ability

The following is representative of the knowledge, skills, and abilities and is not all inclusive of every position under this job description.

- Knowledge of the principles and techniques of business process analysis and design

- Ability to analyze complex user problems, evaluate alternatives and devise efficient cost-effective solutions

- Ability to work effectively under pressure and organize work flow priorities to complete work within established schedule and guidelines.
- Ability to handle multiple projects and requests concurrently.

- Ability to establish and maintain effective working relationships with a variety of individuals such as; project managers, staff, consultants, vendors and the general public.
- Ability to plan, coordinate and initiate action necessary to implement recommendations.
- Knowledge or familiarity with PeopleSoft FMS and/or PeopleSoft HCM
- Knowledge and proficiency in computer software programs in a Windows environment, particularly the Microsoft Office suite, spreadsheet and accounting software applications
- Ability to gather, interpret, analyze, evaluate and present a variety of data, solve problems and present alternatives
- Exceptional verbal and written communication skills.
- Knowledge of the principles of program design, coding, testing and implementation
- Knowledge of database functions and structure
- Knowledge of the principles of training and supporting technology users

Preferred Qualifications

- One year experience in information systems, computer programming, database management or equivalent experience.

Working Conditions

- This position generally involves regular working hours and workdays, although scheduling conflicts, projects and/or emergency situations do call for extraordinary hours of work.

	FLSA
	Exempt
▫	Non-Exempt